

# BLYTHEDALE CHILDREN'S HOSPITAL

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## The Steven and Alexander Cohen Pediatric Long Term Care Pavilion

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| SUBJECT:<br><b>Pandemic Communication Plan</b> |                  |             |
| EFFECTIVE<br>DATE:        xxxx xx, 2020        | REVISED<br>DATE: | SUPERSEDES: |

### **POLICY:**

The Steven and Alexander Cohen Pediatric Long Term Care Pavilion (BCH LTC) has implemented the Pandemic Communication Plan policy to ensure that residents, diagnosed with a pandemic infectious disease, and their guardians, are updated daily (and upon change of condition) regarding the status of the resident's illness. Additionally, all residents of BCH LTC and their guardians will be provided a weekly update on the number of infections and deaths in the facility during the pandemic.

### **PROCEDURES:**

1. Upon admission to BCH LTC, all residents, and/or their guardian(s) (who have the ability to identify a backup) will provide BCH LTC with their phone number and email address. The guardian(s) will determine the communication preference for themselves and identify the best means of communication for their backup (e.g., phone call or email). This information will be provided to the LTC Social Worker or their designee.
  - a. If a backup is identified by the guardian(s), updates will be shared with them. In the event the guardian(s) cannot be reached.
  - b. If there are two equal guardians who do not reside together, information will be obtained for each guardian. Every effort will be made to inform both. But, the guardian listed as "primary" will be the first and main point of contact.
2. A list of all of the residents, guardians and identified backups and their communication preferences will be located in the file, LTC Family Communications List, located under the access-protected F:\Long Term Care Pavilion subdirectory. Access is available to all LTC interdisciplinary team members. This list will be maintained and updated by the LTC Social Worker or designee.
3. Both daily and/or weekly communications will be provided by the LTC Social Worker, or designee, in the manner requested. The information will originate from a Blythedale office phone or by a Blythedale email address.